



Mindoro State University

Harmonized CSM Report

2023 (1<sup>st</sup> Edition)



## AGENCY PROFILE

### A. BRIEF HISTORY

The Mindoro State University (MinSU), formerly the Mindoro State College of Agriculture and Technology (MinSCAT) was originally the Mindoro National Agricultural School (MINAS) created by virtue of R.A. 506 sponsored by then Oriental Mindoro Congressman Raul T. Leuterio. It formally opened its door for learning on August 26, 1951 with the 26 pioneering students.

The expanded collegiate course offerings made MINAS a full-fledged College, named Mindoro College of Agriculture and Technology (MCAT) on July 10, 1976. The trend continued when MCAT was converted into Mindoro State College of Agriculture and Technology (MinSCAT) under R.A. 8007 on May 25, 1995 through House Bill No. 2354 entitled “An Act Converting MCAT into a State College” which was filed by then Congressman Renato V. Leviste and was endorsed to the Senate under Senate Bill 1674 sponsored by Senator Raul S. Roco. President Fidel V. Ramos approved the conversion upon submission of the then Senate Committee on Education, Culture and Arts Chairperson, Senator Leticia R. Shahani. This declared MinSCAT as the first and only state college in Oriental Mindoro.

In pursuit of innovative and transformative education and quality services to the clientele, MinSCAT envisioned to become a University. By virtue of RA 10596, the conversion of Mindoro State College of Agriculture and Technology (MinSCAT) into Mindoro State University was granted on June 4, 2013 with provisions for compliance before the grant as full-fledged university.

On March 16, 2021, the long-sought dream to become a full-fledged university, the Mindoro State University was achieved in accordance with Section 6 of Republic Act No. 8292, otherwise known as the “Higher Education Modernization Act of 1997”, including Sections 25 and 26 of its Revised Implementing Rules and Regulations, and in pursuant to Section 26 of Republic Act No. 10596 as amended by Republic Act No. 11006 by virtue of the Resolution No. 110-2021 by the Commission *en banc* dated March 16, 2021 and Resolution No. 01, series of 2021 of the Mindoro State University Board of Regents.

MinSU is envisioned to be the first-choice, premier and global institution of higher learning in the province. The institution is focused to the attainment of strategic priorities in academic, governance, research, extension and development to continuously address the dynamic needs of a growing population of the MinSU academic community and its stakeholders.



## B. VISION

The Mindoro State University is a center of excellence in agriculture and fishery, science, technology, culture, and education of globally competitive lifelong learners in a diverse yet cohesive society. The Mindoro State University (MinSU) as a premier higher education institution takes the leadership initiative in the development of globally competitive graduates ready to outdo the challenges of the 21st century and bring opportunities for continual human resources productivity and economic progress of the province, the country and the ASEAN region. Becoming Center of Excellence is achieving academic excellence through excellent faculty and staff who have intensified research capability and creative innovations and technologies that respond to the needs yet preserve the cultural character of the province, of the nation, and of the ASEAN region.

## C. MISSION

The University commits to produce 21st century skilled lifelong learners and generates and commercializes innovative technologies by providing excellent and relevant services in instruction, research, extension, and production through industry-driven curricula, collaboration, internationalization, and continual organizational growth for sustainable development. The commitment of MinSU to produce professionals of relevant skills with the global market through upholding the culture of excellence in instruction, research, extension, and production. Relevance is of utmost importance as we collaboratively work to respond to the global challenges and move towards internationalization for organizational growth and sustainability.

## D. CORE VALUES

The University Core Values – Resilience Integrity Commitment Excellence - passed through the approval of the Unified Administrative Council of the College through Joint Council Resolution No. 30, S. 2021 during the Joint Academic and Administrative Council Meeting (via Google Meet) of the Mindoro State University (formerly MinSCAT) held on May 14, 2021 to wit:

**Resilience** - We strive hard to regain the University's strength quickly amidst adversities for sustained growth and empowerment.

**Integrity** - We adhere to the value of respect and champions the practice of upright moral code crucial in the attainment of the University's vision and mission.

**Commitment** - We internalize the value of dedication to hard work to meet the quality standards and shares this value as zeal towards achieving excellent performance.

**Excellence** - We uphold outstanding performance of the University's quadruple functions – instruction, research, extension and production.



## I. Overview

The Anti-Red Tape Authority (ARTA) is a national government agency created under R.A. 11032 to monitor and ensure compliance with the national policy on anti-red tape and ease of doing business in the Philippines.

As stated in the ARTA Memorandum Circular (M.C.) No. 2022-02, government agencies shall provide the harmonized CSM Survey to clients who have completed a transaction. Per 6.7.3 of ARTA M.C. No. 2019-002, the client satisfaction measurement detailing the scope and period covered by the measurement, the methodology used, the results of the measurement and the interpretation of the data shall be reported to the Authority.

## II. Scope

The Mindoro State University conducted surveys throughout the year from January 2022 to December 2022. Mindoro State University (MinSU) surveyed every client that visited the university. The survey used the old customized Customer Satisfaction Measurement (CSM) questionnaire, asking questions and rating based on the following:

1. Over-all Services
2. Concern for the Customer/ client
3. Promptness in responding to questions/ concerns/ issues/ ability and fairness in resolving issues.

The services that MinSU conducted the survey with are the following:

	INTERNAL and EXTERNAL SERVICES	Responses	Total Transactions
1	Issuance of Certificate of Good Moral	375	588
2	Counselling Services	158	288
3	Check Disbursement	149	2,895
4	Cash Disbursement	29	41
5	Collection of Payments	189	7,132
6	Assessment of Tuition and Other Fees	2,340	4,829
7	Application for Employment	123	137
8	Issuance of Certificate of Employment	48	54
9	Issuance of Service Record	40	42
10	Application for Leave of Absence	540	1,043
11	Borrowing of Books or Information Resources	2,470	5,236
11	Returning of Books or Information Resources	2,470	5,236
12	Issuance of Certified True Copies or Documents	630	1,028



13	Admission and Student Registration	2,340	4,322
14	Issuance of Student Credentials	113	2,520
15	Blood Pressure Monitoring	165	197
16	Capillary Blood Glucose Test	55	69
17	Patient Consultation	730	2,209
18	Tooth Extraction	89	135
TOTAL		13,053	38,001

In aggregate, 13,053 people were able to answer the survey, among a population of 38,001. This resulted in a 34.35 % response rate for 2022.

Services that had no clients in 2022 are the following:

Tooth Restoration
Oral Prophylaxis

### III. Methodology

For all clients, surveys were handed out and collected by MinSU personnel immediately at the end of the transaction. Surveys (CSM forms) and survey boxes (CSM boxes) were also available near the office's exit.

The CSM questions were scored using a 5-point Likert Scale. The simple average of the questions was used to get the Overall score. The interpretation of the results are as follows:

Scale	Rating
1	Poor
2	Fair
3	Good
4	Very Good
5	Outstanding

### IV. Results of the CSM for FY 2022

Most respondents rated 'Very Good' in all services based on the monthly responses in the CSM forms.



The data below shows the Overall rating of each service surveyed.

**Customer Satisfaction Measurement**  
as of January 2022

DEPARTMENT/OFFICE	OVER-ALL RATING
<b>A. Administrative and Finance Services</b>	
a Vice-President for Administration and Finance	4.733
b Human Resource Management Office	4.667
c Records	4.583
d Cashier	4.692
e Accounting	4.500
f University Clinic	4.700
<b>B. Academic Affairs Services</b>	
a Vice President for Academic Affairs	4.667
b Director for Graduate Studies	4.500
c Director for Student Affairs Services	4.458
d Registrar	4.633
e Guidance Counselor	4.485
f University Library	4.545
<b>AVERAGE</b>	<b>4.597</b>

**Customer Satisfaction Measurement**  
as of FEBRUARY 2022

DEPARTMENT/OFFICE	OVER-ALL RATING
<b>A. Administrative and Finance Services</b>	
a Vice-President for Administration and Finance	4.733
b Human Resource Management Office	4.667
c Records	4.583
d Cashier	4.692
e Accounting	4.500
f University Clinic	4.700
<b>B. Academic Affairs Services</b>	
a Vice President for Academic Affairs	4.667
b Director for Graduate Studies	4.500
c Director for Student Affairs Services	4.567
d Registrar	4.708
e Guidance Counselor	4.370
f University Library	4.611
<b>AVERAGE</b>	<b>4.608</b>

Average rating should be Very Good (4.0) to Outstanding (5.0)

Prepared by:

*Marilyn M. Escorpeso*  
MARILYN M. ESCORPESO  
Administrative Aide VI

*Zea Fiel V. SIGUE*  
ZEA FIEL V. SIGUE  
Administrative Officer IV (HRMOII)

**Customer Satisfaction Measurement**  
as of MARCH 2022

DEPARTMENT/OFFICE	OVER-ALL RATING
<b>A. Administrative and Finance Services</b>	
a Vice-President for Administration and Finance	4.611
b Human Resource Management Office	4.619
c Records	4.286
d Cashier	4.600
e Accounting	4.444
f University Clinic	4.429
<b>B. Academic Affairs Services</b>	
a Vice President for Academic Affairs	4.593
b Director for Graduate Studies	4.667
c Director for Student Affairs Services	4.567
d Registrar	4.533
e Guidance Counselor	4.433
f University Library	4.590
<b>AVERAGE</b>	<b>4.531</b>

Average rating should be Very Good (4.0) to Outstanding (5.0)

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**Customer Satisfaction Measurement**  
as of MAY 2022

DEPARTMENT/OFFICE	OVER-ALL RATING
<b>A. Administrative and Finance Services</b>	
a Vice-President for Administration and Finance	4.500
b Human Resource Management Office	4.615
c Records	4.103
d Cashier	4.400
e Accounting	4.619
f University Clinic	4.567
<b>B. Academic Affairs Services</b>	
a Vice President for Academic Affairs	4.424
b Director for Graduate Studies	4.515
c Director for Student Affairs Services	4.476
d Registrar	4.542
e Guidance Counselor	4.292
f University Library	4.500
<b>AVERAGE</b>	<b>4.463</b>

Average rating should be Very Good (4.0) to Outstanding (5.0)

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**Customer Satisfaction Measurement**  
as of APRIL 2022

DEPARTMENT/OFFICE	OVER-ALL RATING
<b>A. Administrative and Finance Services</b>	
a Vice-President for Administration and Finance	4.542
b Human Resource Management Office	4.667
c Records	4.185
d Cashier	4.375
e Accounting	4.524
f University Clinic	4.472
<b>B. Academic Affairs Services</b>	
a Vice President for Academic Affairs	4.485
b Director for Graduate Studies	4.606
c Director for Student Affairs Services	4.692
d Registrar	4.533
e Guidance Counselor	4.433
f University Library	4.590
<b>AVERAGE</b>	<b>4.509</b>

Average rating should be Very Good (4.0) to Outstanding (5.0)

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**Customer Satisfaction Measurement**  
as of JUNE 2022

DEPARTMENT/OFFICE	OVER-ALL RATING
<b>A. Administrative and Finance Services</b>	
a Vice-President for Administration and Finance	4.500
b Human Resource Management Office	4.615
c Records	4.103
d Cashier	4.400
e Accounting	4.619
f University Clinic	4.567
<b>B. Academic Affairs Services</b>	
a Vice President for Academic Affairs	4.424
b Director for Graduate Studies	4.515
c Director for Student Affairs Services	4.476
d Registrar	4.417
e Guidance Counselor	4.611
f University Library	4.519
<b>AVERAGE</b>	<b>4.480</b>

Average rating should be Very Good (4.0) to Outstanding (5.0)

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**Customer Satisfaction Measurement**  
as of **JULY 2022**

DEPARTMENT/OFFICE	OVER-ALL RATING
<b>A. Administrative and Finance Services</b>	
a Vice-President for Administration and Finance	4.722
b Human Resource Management Office	4.644
c Records	4.500
d Cashier	4.689
e Accounting	4.700
f University Clinic	4.611
<b>B. Academic Affairs Services</b>	
a Vice President for Academic Affairs	4.571
b Director for Graduate Studies	4.595
c Director for Student Affairs Services	4.733
d Registrar	4.567
e Guidance Counselor	4.630
f University Library	4.704
<b>AVERAGE</b>	<b>4.639</b>

Average rating should be Very Good (4.0) to Outstanding (5.0)

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**Customer Satisfaction Measurement**  
as of **AUGUST 2022**

DEPARTMENT/OFFICE	OVER-ALL RATING
<b>A. Administrative and Finance Services</b>	
a Vice-President for Administration and Finance	4.722
b Human Resource Management Office	4.905
c Records	4.500
d Cashier	4.689
e Accounting	4.700
f University Clinic	4.917
<b>B. Academic Affairs Services</b>	
a Vice President for Academic Affairs	4.571
b Director for Graduate Studies	4.595
c Director for Student Affairs Services	4.733
d Registrar	4.567
e Guidance Counselor	4.630
f University Library	4.704
<b>AVERAGE</b>	<b>4.686</b>

Average rating should be Very Good (4.0) to Outstanding (5.0)

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Administrative Officer IV (HRMOII)

**Customer Satisfaction Measurement**  
as of **SEPTEMBER 2022**

DEPARTMENT/OFFICE	OVER-ALL RATING
<b>A. Administrative and Finance Services</b>	
a Vice-President for Administration and Finance	4.778
b Human Resource Management Office	4.762
c Records	4.533
d Cashier	4.733
e Accounting	4.600
f University Clinic	4.883
<b>B. Academic Affairs Services</b>	
a Vice President for Academic Affairs	4.524
b Director for Graduate Studies	4.619
c Director for Student Affairs Services	4.788
d Registrar	4.697
e Guidance Counselor	4.667
f University Library	4.593
<b>AVERAGE</b>	<b>4.681</b>

Average rating should be Very Good (4.0) to Outstanding (5.0)

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**Customer Satisfaction Measurement**  
as of **OCTOBER 2022**

DEPARTMENT/OFFICE	OVER-ALL RATING
<b>A. Administrative and Finance Services</b>	
a Vice-President for Administration and Finance	4.667
b Human Resource Management Office	4.667
c Records	4.625
d Cashier	4.788
e Accounting	4.644
f University Clinic	4.817
<b>B. Academic Affairs Services</b>	
a Vice President for Academic Affairs	4.595
b Director for Graduate Studies	4.643
c Director for Student Affairs Services	4.818
d Registrar	4.758
e Guidance Counselor	4.700
f University Library	4.667
<b>AVERAGE</b>	<b>4.699</b>

Average rating should be Very Good (4.0) to Outstanding (5.0)

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Administrative Officer IV (HRMOII)

**Customer Satisfaction Measurement**  
as of **NOVEMBER 2022**

DEPARTMENT/OFFICE	OVER-ALL RATING
<b>A. Administrative and Finance Services</b>	
a Vice-President for Administration and Finance	4.762
b Human Resource Management Office	4.667
c Records	4.714
d Cashier	4.800
e Accounting	4.619
f University Clinic	4.870
<b>B. Academic Affairs Services</b>	
a Vice President for Academic Affairs	4.762
b Director for Graduate Studies	4.595
c Director for Student Affairs Services	4.689
d Registrar	4.667
e Guidance Counselor	4.733
f University Library	4.750
<b>AVERAGE</b>	<b>4.719</b>

Average rating should be Very Good (4.0) to Outstanding (5.0)

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*ZEA FIEL V. SIGUE*  
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Administrative Officer IV (HRMOII)

**Customer Satisfaction Measurement**  
as of **DECEMBER 2022**

DEPARTMENT/OFFICE	OVER-ALL RATING
<b>A. Administrative and Finance Services</b>	
a Vice-President for Administration and Finance	4.857
b Human Resource Management Office	4.846
c Records	4.810
d Cashier	4.767
e Accounting	4.714
f University Clinic	4.792
<b>B. Academic Affairs Services</b>	
a Vice President for Academic Affairs	4.750
b Director for Graduate Studies	4.636
c Director for Student Affairs Services	4.767
d Registrar	4.667
e Guidance Counselor	4.769
f University Library	4.778
<b>AVERAGE</b>	<b>4.763</b>

Average rating should be Very Good (4.0) to Outstanding (5.0)

Prepared by:

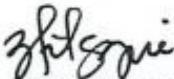
*MARILYN M. ESCORPESO*  
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Administrative Aide VI

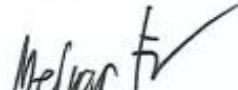
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Administrative Officer IV (HRMOII)

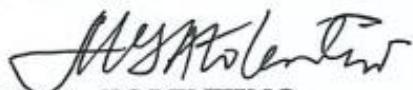


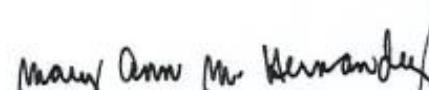
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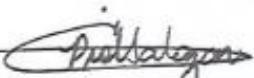
  
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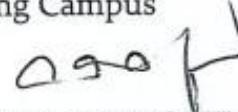
  
**ZEA FIEL V. SIGUE**  
Administrative Officer IV (HRMO II)  
Public Assistance

  
**MELGAR G. FADRIQUE LAN**  
Records Officer III

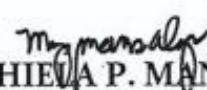
  
**MELLANY A. TOLENTINO**  
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**MARY ANN M. HERNANDEZ**  
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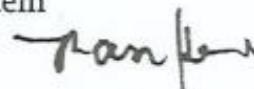
  
**NEMESIO H. DAVALOS**  
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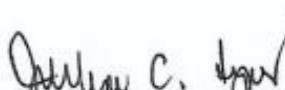
  
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Director for Finance Services

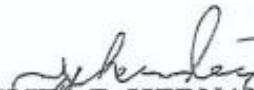
  
**HAROLD Y. BANGALISAN**  
Data Privacy Officer

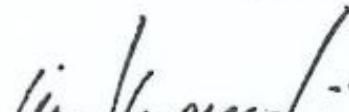
  
**PAOLO MICHAEL L. LAFUENTE**  
Director, Management Information  
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**FILOMENA P. REYES**  
Chief Administrative Officer

  
**JOELLENE C. LEYNES**  
VP for Administration and Finance

  
**GENELITA E. HERNANDEZ**  
Board Secretary/ Vice Chairperson

  
**LEVY B. ARAGO, JR.**  
University President